

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 22 - Orange County Office on Aging HICAP

From: 07/01/2011 To: 06/30/2012

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	47	81	68	55	251
Estimated Number of Attendees	1,659	23,664	2,305	1,691	29,319
Estimated Number of Persons Provided Enrollment Assistance	0	138	0	0	138
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	10	22	6	8	46
Estimated Number of Attendees	3,780	5,760	800	2,845	13,185
Estimated Number of Persons Provided Enrollment Assistance	9	0	0	0	9
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	20	1	0	21
Estimated Number of Attendees	0	344	11	0	355
Estimated Number of Persons Received Any Enrollment Assistance	0	185	1	0	186
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	185	0	0	185
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	1	0	1
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	2	10	5	8	25
Estimated Number of Attendees	20,000	200,000	100,000	160,000	480,000
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	3	4	4	2	13
Estimated Number of Attendees	60,000	74,000	80,000	70,000	284,000
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	1	0	0	1
Estimated Number of Persons Reached	0	20,000	0	0	20,000

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	25	21	27	25	98
Estimated Number of Targeted Persons Reached	268,000	207,000	321,000	285,000	1,081,000
Presenters					
HICAP Paid Staff					
Total Presenters	73	110	98	81	362
Total Hours for Length of Activities	210.20	305.20	303.20	232.00	1,050.60
HICAP In-Kind Paid Staff					
Total Presenters	7	16	12	10	45
Total Hours for Length of Activities	32.50	51.50	38.50	32.00	154.50
HICAP Volunteer Staff					
Total Presenters	14	43	7	10	74
Total Hours for Length of Activities	67.50	299.00	18.00	31.00	415.50
Other Presenters					
Total Presenters	3	11	14	5	33
Total Hours for Length of Activities	6.00	34.00	23.00	0.00	63.00
Area of Focus					
Dual Eligible with Mental Illness	14	24	38	5	29
Employer Termination - COBRA	7	4	16	2	7
General HICAP Information	3	0	4	0	7
Grievances / Appeals - Plan Issues	52	116	85	63	316
Long-Term Care / Insurance	1	0	1	3	5
Low Income Subsidy (LIS) / Application Assistance	5	4	22	13	44
Medicare (Parts A & B)	23	70	42	34	169
Medicare Advantage (Part C)	33	75	64	36	208
Medicare Fraud / Abuse	31	81	54	30	196
Medicare Prescription Drug Coverage (Part D)	48	106	79	69	302
Medigap / Medicare Supplements	40	96	54	32	222
Non-Medicare Fraud/Abuse	27	74	43	24	168
Other Topics / Issues (Health Specific)	10	17	16	6	49
	11	8	24	17	60

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	18	6	24
Preventive Care Benefits	14	25	16	6	61
QMB/SLMB/QI	21	31	23	11	86
Volunteer Recruitment	9	8	21	5	43
Targeted Audience					
African American	5	2	0	1	8
American Indian or Native Alaskan	0	0	0	0	0
Asian Indian	2	1	0	0	3
Caucasian	9	18	0	1	28
Chinese	2	3	2	0	7
Disabled	10	12	7	9	38
Dual Eligible Groups	9	10	23	29	71
Employer Related Groups	4	7	11	6	28
Family Member/Caregiver of Beneficiary	37	62	39	66	204
Filipino	1	0	0	0	1
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	11	16	5	4	36
Hmong	0	0	0	0	0
Japanese	0	1	0	0	1
Korean	2	3	0	0	5
Low Income	14	46	25	33	118
Medicare Beneficiaries	45	100	60	85	290
Medicare Pre-Enrollees	37	68	57	77	239
Mental Health	6	1	3	1	11
Mental Health Professionals	2	1	6	2	11
Native Hawaiian	0	0	0	0	0
Other	3	2	4	7	16
Other Asian	1	0	0	1	2
Other Pacific Islander	0	1	0	0	1
Partnership Outreach	3	3	25	9	40
Presentations to Groups in Language Other than English	7	14	6	3	30
Rural	0	0	0	0	0
Samoan	0	0	0	0	0
Social Work Professionals	5	6	31	14	56
Some Other Race or Ethnicity	1	2	0	0	3
Vietnamese	38	39	42	35	154

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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	1,793	4,081	1,984	1,416	9,274
"Taking Care of Tomorrow"	30	50	26	70	176
Other Publications (Created by or on Behalf of Local HICAP)	5,032	10,028	5,484	4,124	24,668
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	5	94	0	1	100

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	740	2,421	951	1,853	5,965
Total Finalized Intakes	731	2,443	678	1,887	5,739
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	218	752	224	615	1,809
Aging into Medicare Postacd - CDA HICAP	8	14	6	6	34
CDA HICAP	6	35	5	17	63
CHA	0	2	0	0	2
CMS/Medicare	30	106	45	75	256
Friend/Relative	51	179	48	133	411
InfoVan	0	0	0	0	0
Internet	1	7	3	16	27
Mailings	13	75	16	32	136
Media	152	416	58	225	851
Other	72	248	72	179	571
Presentations	25	50	26	50	151
Previous Contacts	46	272	99	345	762
State Website	1	3	1	3	8
Missing/Not Collected	108	284	75	191	658
Mode of Client Contact					
Quick Call Contacts	1,164	2,187	1,505	998	5,854
Contacts by Telephone	866	3,226	1,079	2,620	7,791
Contacts In Person at home	4	18	2	10	34
Contacts In Person at site	263	1,115	264	728	2,370
Contacts by E-Mail	8	63	8	47	126
Contacts by Mail/Fax	268	939	190	514	1,911
Total Number of Client Contacts:	2,573	7,548	3,048	4,917	18,086
Contact Status Types					
General info	967	4,543	1,334	4,447	11,291
Detailed Assistance	887	3,415	911	2,298	7,511
Problem Solving/Resolution	284	881	335	921	2,421
Total Counseling Time Spent by Counselor Type					
Program Manager	46.30	137.56	87.40	122.40	393.66
Volunteer	511.23	2,496.53	604.17	1,799.38	5,411.31
Paid	248.47	771.26	164.22	597.02	1,780.97
In-Kind	9.25	35.25	0.00	1.10	45.60
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	58	218	80	179	535
Race					
African American/Black	8	21	10	18	57

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	2	4	1	12	19
Caucasian/White	405	1,409	376	978	3,168
Native Hawaiian	0	0	0	4	4
Guamanian or Chamoro	0	0	0	0	0
Samoan	1	3	0	1	5
Asian Indian	7	12	10	22	51
Chinese	12	30	11	32	85
Filipino	8	21	7	16	52
Japanese	10	29	7	14	60
Hmong	0	0	0	0	0
Korean	4	13	1	7	25
Vietnamese	157	423	99	392	1,071
Other Pacific Islander	2	3	0	2	7
Other Asian	4	12	9	17	42
Two or More Race	0	8	0	6	14
Some Other race	13	51	12	23	99
Not Collected	98	404	135	343	980
Gender					
Female	391	1,430	409	1,062	3,292
Male	298	879	266	789	2,232
Not Collected	42	134	3	36	215
Monthly Income					
Less than 150% of FPL	259	828	279	686	2,052
Equal To/Greater than 150% of FPL	343	1,166	321	922	2,752
Not collected	129	449	78	279	935
Client Asset Limits					
Below LIS Asset limit	9	73	18	71	171
At or Above LIS Asset Limit	4	16	12	21	53
Not Collected	718	2,354	648	1,795	5,515

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	30	97	33	95	255
Limited English Proficient (LEP)	167	459	121	452	1,199
Dual Eligible	103	490	136	365	1,094
Medicare Status Due to Disability	64	249	105	257	675
Dual Eligible due to Mental Disability	11	29	7	41	88
Applying/Receiving Social Security/Medicare Disability	77	264	118	285	744
Age					
Under 60	71	213	90	201	575
60-64	39	139	58	333	569
65-74	404	1,226	329	828	2,787
75-84	110	490	93	273	966
85+	46	208	63	129	446
Not Collected	61	167	45	123	396
Marital Status					
Married	340	1,013	298	801	2,452
Never Married	54	196	61	170	481
Separated	7	26	16	29	78
Divorced	135	427	114	365	1,041
Widowed	110	441	109	305	965
Domestic Partner	3	5	4	13	25
Not Collected	82	335	76	204	697
Estimated Financial Saving					
Clients with Financial Savings	94	342	90	202	728
Estimated Dollars Saved	\$258,218.30	\$759,404.52	\$239,482.25	\$549,333.76	\$1,806,438.83

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Topics/Needs Discussed					
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	304	751	619	1,656	3,330
Benefit Comparisons/Explanation/Coverge Changes	343	845	618	1,614	3,420
Appeals/Grievances	12	29	11	37	89
Billings/Claims	52	97	46	262	457
Fraud/Abuse	5	9	2	24	40
Quality of Care	4	18	11	48	81
LTC/LTCI					
Enrollment/Eligibility Assistance	12	20	19	53	104
Billings/Claims	5	17	6	14	42
LTC Partnership	5	9	4	11	29
Appeal/Greivances	1	6	3	16	26
Fraud/Abuse	0	4	3	9	16
Other LTC	7	20	10	22	59
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	213	616	224	630	1,683
Benefit Explanation	226	661	225	643	1,755
Appeals/Grievances	2	6	1	6	15
Billings/Claims	19	29	25	90	163
Fraud/Abuse	0	7	1	4	12
Disenrollment/Coverage Changes	21	96	29	121	267
Quality of Care	3	9	15	54	81
Plan Comparison	117	361	153	410	1,041
Marketing/Sales Complaints/Issues	0	4	0	1	5
Plan Non Renewal	0	3	2	5	10
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	258	934	348	986	2,526
Benefit Explanation	310	1,054	365	1,016	2,745
Appeals/Grievances	15	38	8	59	120
Billings/Claims	19	83	43	178	323
Fraud/Abuse	1	9	1	11	22
Coverage Changes/Disenrollment	36	201	75	246	558
Plan Non Renewal	0	56	4	6	66
Plan Comparison	155	717	204	595	1,671
Enrollment/Enrollment Asistance	31	399	88	408	926
Quality of Care	5	38	32	90	165
Marketing/Sales Complaints or Issues	0	13	3	5	21
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	97	199	200	606	1,102
Medi-Cal Application Assistance	33	119	58	157	367

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
MSP Screening (QMB, SLMB, Q-1)	150	366	402	1,011	1,929
MSP Application Assistance	67	149	56	155	427
Medi-Cal/QMB Claims	7	55	45	76	183
Fraud/Abuse	0	1	1	2	4
Other	65	121	74	207	467
Other					
Employer/Federal Health Benefits (FEHB)	53	139	94	284	570
Military Benefits	8	18	12	42	80
COBRA	17	28	12	35	92
Mental Health Topics	12	21	18	35	86
Fraud/Abuse	0	3	2	5	10
Other Health Insurance	9	38	10	40	97
Other	39	96	38	123	296
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	363	1,436	492	1,366	3,657
Eligibility/Screening	273	1,205	477	1,300	3,255
Plan Comparison	223	1,190	271	696	2,380
Enrollment/Anrollment Assistance	114	856	218	556	1,744
Billings/Claims	18	51	47	131	247
Coverage Changes	24	446	80	256	806
Re-enrollment	0	33	10	47	90
Disenrollment	3	99	39	101	242
TROOP	16	203	164	354	737
Other	9	39	12	36	96
LIS / Extra Help					
Eligibility / Screening	142	404	408	997	1,951
Benefit Explanation	115	251	212	491	1,069
Application Assistance	74	137	58	114	383
Claims/Billings	1	8	5	14	28
Appeals / Grievances	0	3	0	2	5
Other Prescription Drug CoveragePlans					
Union/employer	3	15	19	137	174
PPARx	13	18	25	54	110
Military Drug Benefit	4	4	4	21	33
Manufacturer Program	0	4	0	3	7
Other	2	6	5	10	23
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	3	23	10	14	50
Lag Time	2	7	1	7	17
Multiple Enrollment	0	3	0	2	5
Poor Training of Agents	1	1	0	0	2
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Fraud/Abuse	1	6	0	0	7
Marketing Fraud/Abuse	0	0	1	0	1
Agent fraud/abuse	0	2	0	0	2
Formulary problems/changes	8	17	7	21	53
Dosage problem	0	1	0	1	2
Data problems	0	3	5	8	16
Delay in medications	1	2	3	5	11
Incorrect Co-Pay/Can't Afford Co-Pay	1	6	9	8	24
Client reached donut hole	9	27	6	20	62
SSA Premium withheld	1	3	4	4	12
Appeals/Grievances	1	3	4	11	19
Quality of Care	0	5	2	3	10
Plan Non Renewal	0	4	1	0	5
HICAP Legal Services					
Referrals to HICAP Legal	12	7	14	14	47
Legal Clients Served	24	13	19	22	78
Cases Opened	12	7	14	14	47
Cases Closed	12	6	8	8	34
Favorable Closed Case Results	11	5	6	7	29
Client Representation Hours	30	9	21	15	75
Consultation to Program Hours	54	58	56	20	188
HICAP Legal Clients that Saved	3	2	1	3	9
Estimated Financial Savings	\$6,530.00	\$15,750.00	\$1,641.00	\$51,000.00	\$74,921.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	1	1
Part D Plan:	1	2	2	3	8
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	1	0	1
Other:	6	7	4	14	31
TOTAL MEDICARE PART D COMPLAINTS	7	9	7	18	41
 All Other Complaints					
APS :	0	0	0	1	1
CDI:	0	1	0	0	1
CMS:	0	0	0	1	1
QIO:	0	0	0	2	2
SMP:	0	1	0	1	2
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	2	0	5	7
 800 Medicare Line Issues					
Total number of Calls with Issues	18	36	39	73	166
Total duration of calls	1.20	5.35	6.32	13.41	26.28